



Halton
Housing

Board Meeting Summary



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Halton Housing Board Meeting Summary – 18th June 2025

Customer Scrutiny Panel (CSP) Review

The Chair of the CSP attended the meeting and presented the review findings to the Board.

The review found that while the website is well-designed, improvements were identified in:

- Navigation to key performance and governance information
- Labelling and visibility of accessibility features
- Cross-linking performance data with relevant service areas

The CSP made several recommendations including:

- Improving the visibility and structure of performance and governance content
- Enhancing accessibility labelling, particularly on desktop
- Linking performance data to relevant service pages to support transparency and engagement

Board was advised at the meeting that the recommendations have been completed or are in progress.

Customer Engagement Policy

Board approved the extension of the current Customer Engagement Policy to June 2026.

Deferring the policy review will enable the significant work currently underway across the organisation, to influence and shape how we engage with our customers, to be reflected in the revised policy. This includes the recommendations from our recent TPAS review of customer engagement.

Review of Customer Engagement

Board considered the development of a new Customer Committee.

The committee should be established as a committee of the Board ensuring the integration of the customer voice into decision making.

It should have a role to monitor and provide reassurance to the Board on the adherence to regulatory and legislative customer-facing measures, including consumer standards and tenant satisfaction measures (TSMs). It will also collaborate on the development of customer-facing policies and service standards and review and influence the development of strategic plans.

The approach will be approved by Board at its next meeting in August.

Strategic Action Plans (SAPs)

Our Future Focus 2025-28 (OFF) was launched in April 2025 and coincided with several existing strategies that required review.

We have taken this opportunity to review our overall approach to strategy development and concluded that more focussed SAPs would serve us better by:

- Improving how such documents support the delivery of the annual commitments we have made in OFF.
- Giving Board greater visibility of the progress being made throughout the year

Eight new SAPs have been developed and approved by Board covering customer experience, homes, development & regeneration, financial, technology & data, growth, people & culture, and partnerships & reputation.

Business Plan

Board approved the Business Plan (including long term financial forecasts) and treasury strategy for 2025.

The updated financial forecasts achieve our own Golden Rules and external loan covenant requirements and include the development of 575 new homes, increased investment in repairs and the investment programme.

The plan also includes:

- Our strategic objectives and how we plan to meet these objectives.
- Our key risks and how we will address them.
- Current levels of performance
- Financial forecasts

The plan has been prepared in alignment with our risk appetite. The plan demonstrates that our financial forecasts have sufficient headroom to deal with a wide range of adverse scenarios.

Other Issues

Board approved the annual self-assessment against the regulatory standards, received information about safeguarding, and received a copy of our statistical data return (SDR) which was submitted to the RSH in May.